

Customer Self Service System and Components 10

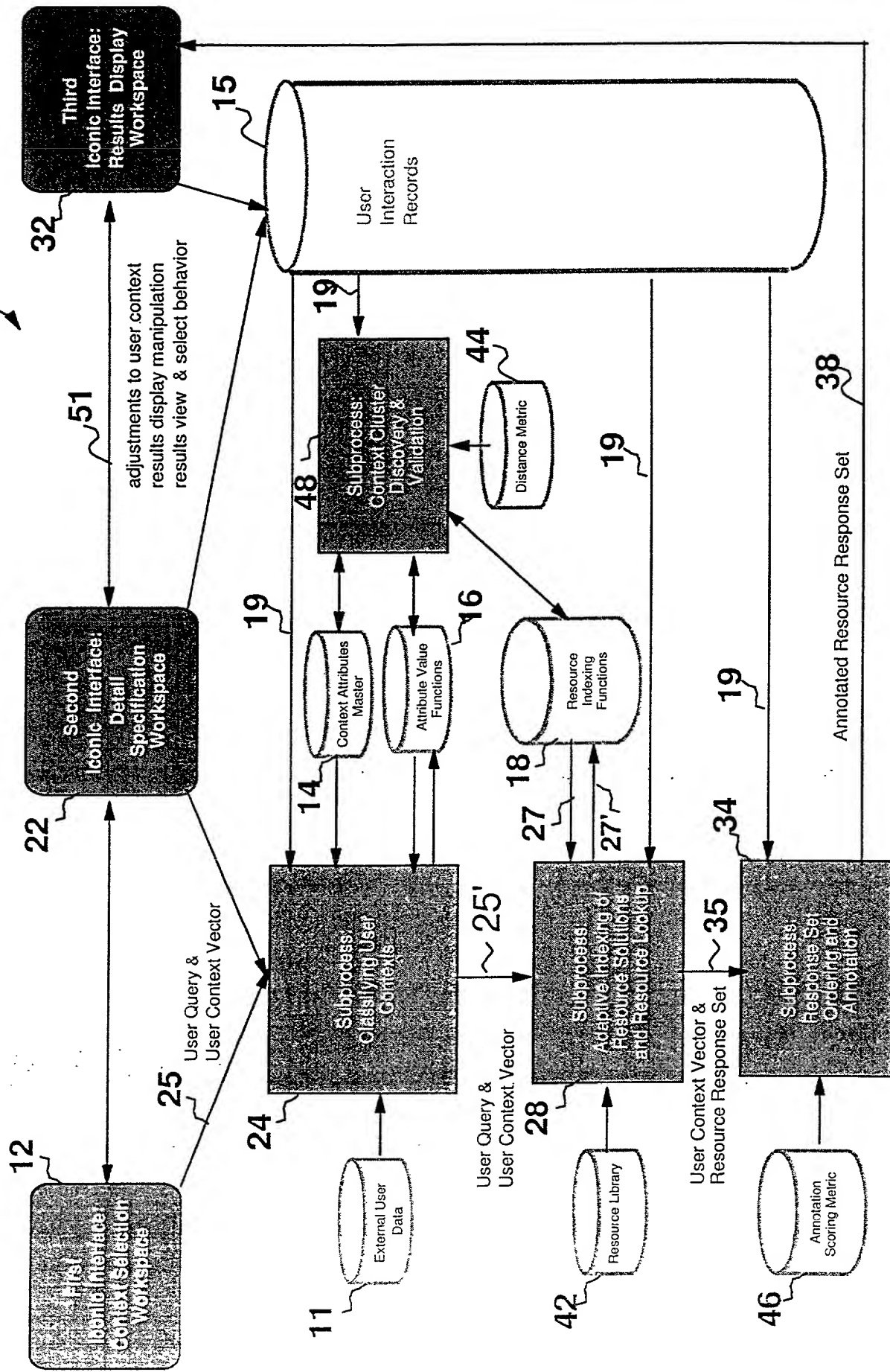


Figure 1

Context Selection Workspace Detail Specification Workspace Results Display Workspace

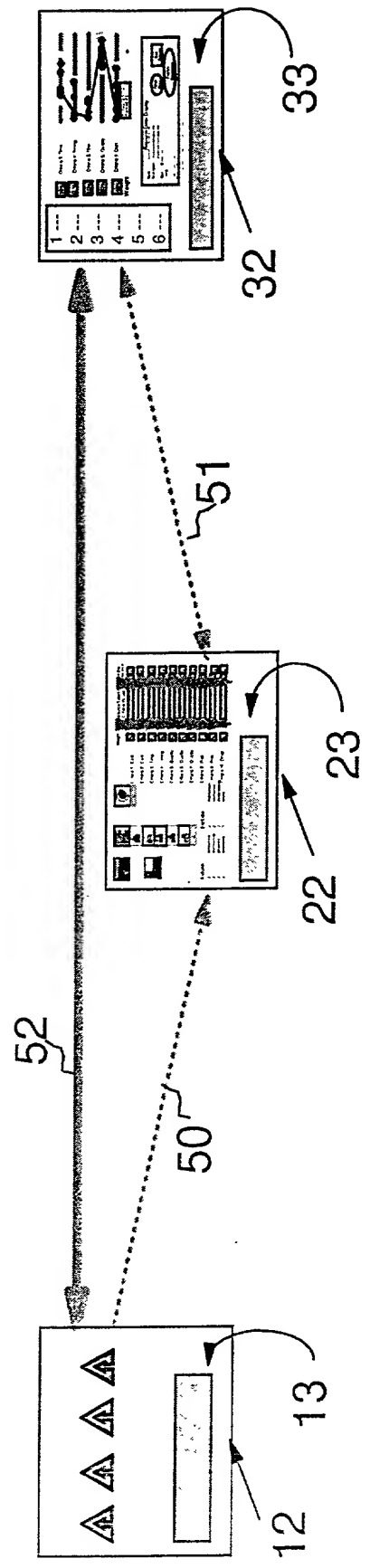


Figure 2

Domain Examples

	Education (ex: Environment)	Education (ex: Subject Matter)	Real Estate	Travel
User Query	Learn Lotus Notes at home 61	Become a Linux developer by June 71	Find housing near new job by August 81	Plan a trip to Vermont in June 91
User Context	Corp Exec at HQ Remote Staffie Commuting Techie Traveling Consultant 62	Corp Exec at HQ Remote Staffie Commuting Techie Traveling Consultant 72	Relocating Business Professional Empty Nester College Student 82	Single Mom w/Kids Swinging Singles Business Traveler 92
Context Attribute	Connectivity Learning Mode(s) Technical Field 63	Connectivity Learning Mode(s) Technical Field 73	Mode of Commute to work/school Mode of Housing Maintenance Style 83	Mode of Transportation Mode of Housing Food Style 93
Attribute Value	LAN Connected Dial Up DSL Disconnected 64	Security Graphical Interfaces Programming Systems Integration 74	Carefree living Subcontract it all Do-it-yourself-er 84	Drive Fly Train 94
Value Resource Parameters	Include: Download & Play resources Exclude: On Line collaborative resources 65	Include KDE Exclude GNOME 75	Include walls Include paint Include lawn mowing Exclude plumbing Exclude electrical Exclude landscaping 85	Include all major carriers Exclude prop planes Exclude bad safety records 95
Resource Selection Criteria & Values	Cost Time Quality Risk 66	Cost Time Quality Risk 76	Cost Time Quality Risk 86	Cost Time Quality Risk 96

Figure 3

CONTEXT SELECTION WORKSPACE

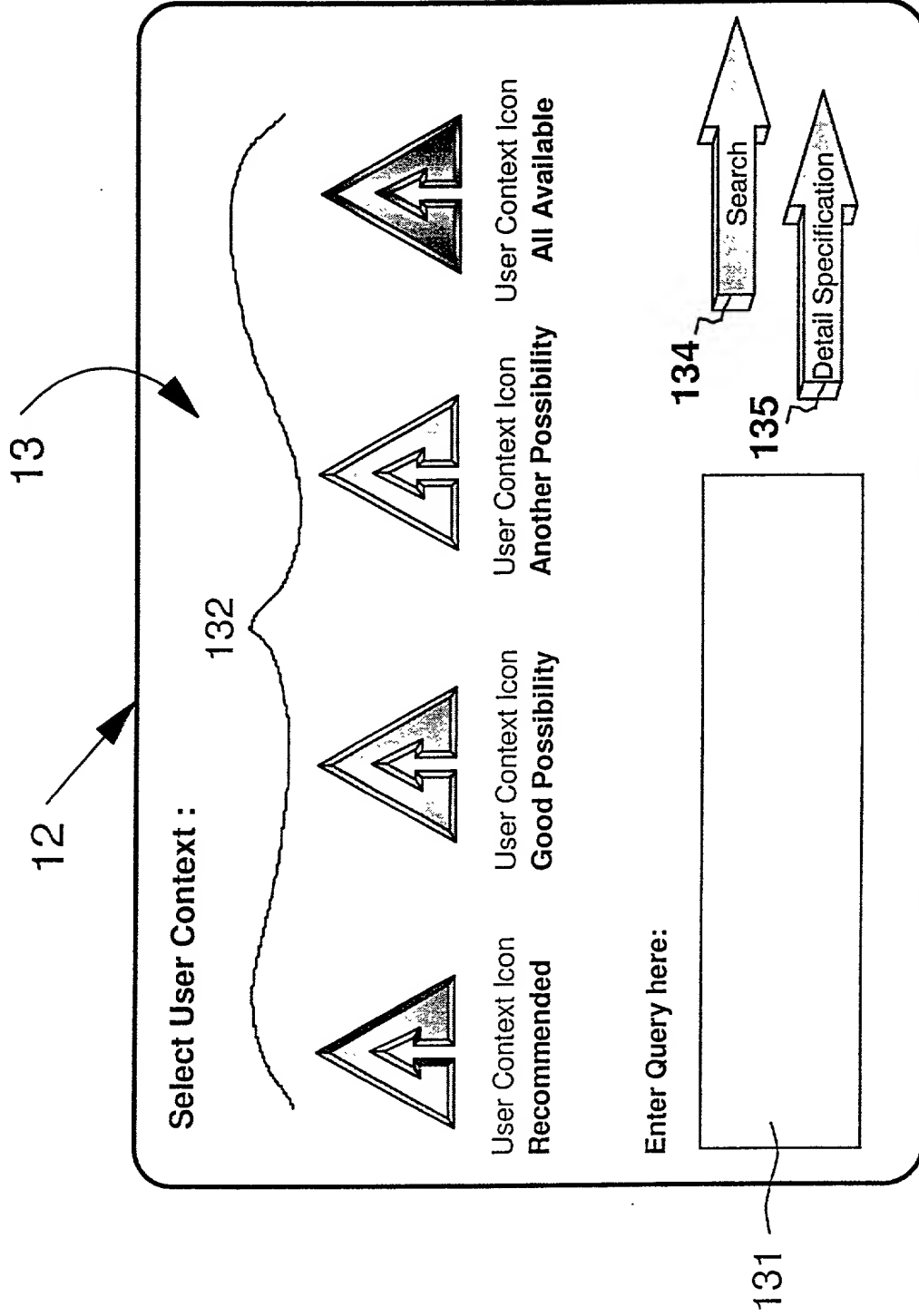


Figure 4

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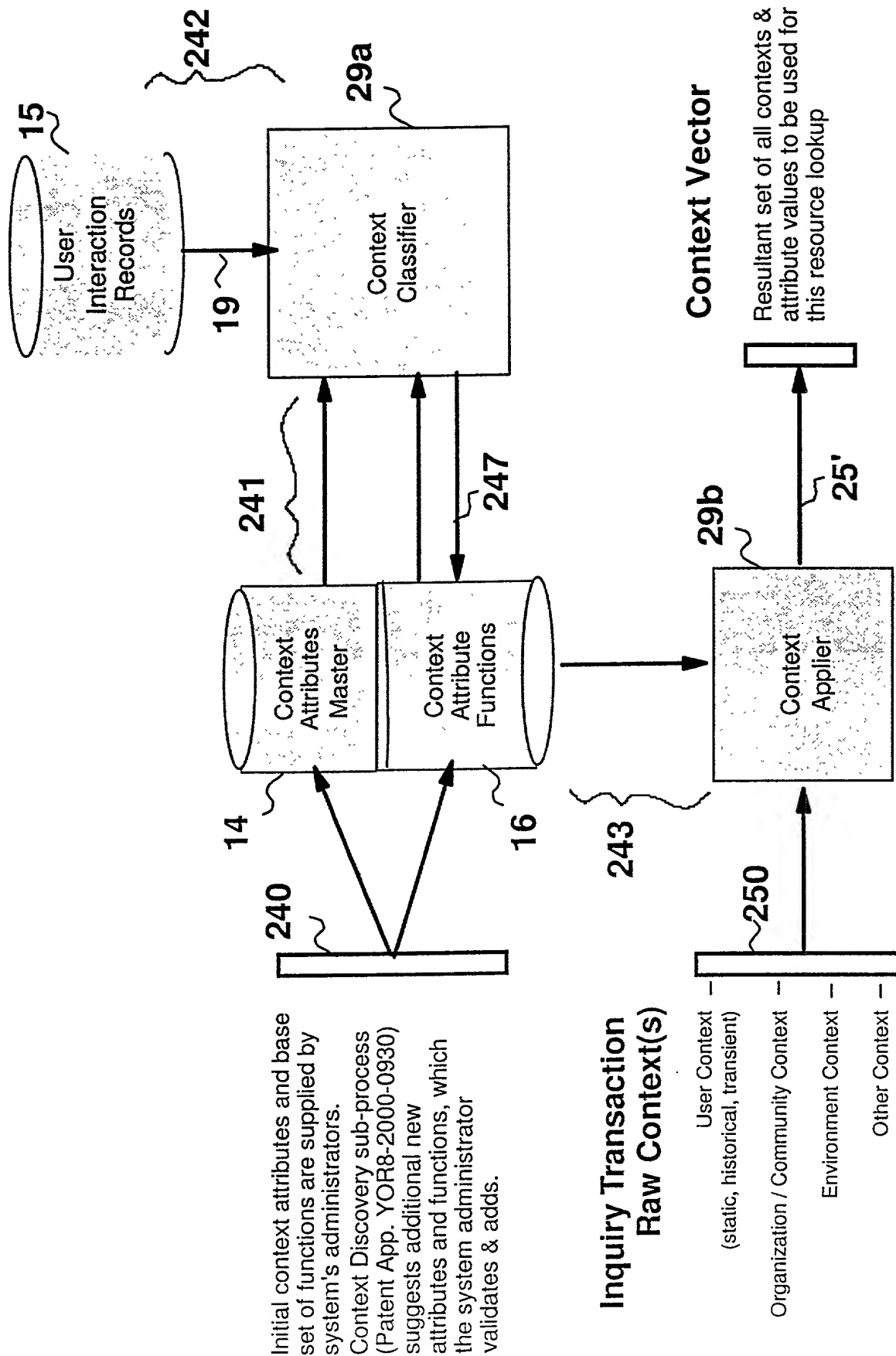


Figure 6